# Email as a Service (EaaS) Federal Cloud Computing Initiative GSA Blanket Purchasing Agreements Ordering Guide 2014





Version 1.5
Strategic Solutions Contract Operations Division

The General Services Administration (GSA) Federal Acquisition Service (FAS) Integrated Technology Service (ITS) Strategic Solutions Contract Operations Division offers a portfolio of pre-competed, Information Technology (IT) solutions Blanket Purchase Agreements (BPAs) awarded to firms. The BPAs in this division are for specialized IT products and solutions, including BPAs related to the Federal Cloud Computing Initiative.

We make it easy for you, our customers, by providing:

- ✓ Access to high-quality industry partners
- ✓ Pre-competed, multiple-award BPAs
- ✓ Shorter procurement lead time
- ✓ Socioeconomic credit through FPDS-NG reporting
- ✓ Customer focused staff with experience in technology acquisitions
- ✓ Scope compatibility reviews of prospective orders & modifications
- ✓ Acquisition support
- ✓ Consistent service categories for all vendors

#### How to reach us:

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#### 1. Introduction

The Email as a Service (EaaS) Blanket Purchase Agreements (BPAs) were competitively awarded by GSA in accordance with FAR 8.405-3 to provide ordering activities with EaaS offerings at discounted prices and to facilitate the following:

## 1.1. Commodity Pricing

EaaS BPA holders were required to provide detailed pricing for explicitly defined, standard services, so customers can easily compare pricing for a single service across BPA holders. Additional discounts may also be obtained at the task order level.

## 1.2. Standardized Requirements

BPA holders are required to meet standardized technical and security requirements.

#### 1.3. Comprehensive Services from a Single Task Order

Customers can obtain cloud email services using a single fixed-price task order.

## 1.4. Proven Acquisition Excellence

EaaS BPAs will be administered using GSA's proven acquisition processes to ensure compliance and efficiency. The EaaS BPA holder reporting requirements have already been established to make it easy for BPA users.

## 1.5. EaaS Primary Goods and Services

The EaaS BPA offers five (5) key service offerings via four (4) deployment models (sub-lots) through 16 industry partners for ordering activities.

The two (2) pricing options available are US and Worldwide (Non-US) pricing.

- US Pricing for offerings where all data centers are in the United States
- Worldwide Pricing for offerings where not all data centers are in the US

Agencies can chose from the five (5) lots as depicted in Table 1:

Table 1: EaaS BPA Service Offerings (Lots)

Lot Name	Definition
Lot 1 – Email as a Service (EaaS)	Provides email as a service by the mailbox. Includes email service, calendar, contacts and collaboration (including Instant Messaging), mobile device integration (Blackberry, iPhone, Android, Windows), Archive & eDiscovery capabilities.  All vendors provide this service.
Lot 2 – Office Automation	Provides office automation software as a service including collaborative document-authoring capabilities, web conferencing, unified communications and intranet website creation.  Some vendors provide this service.
Lot 3 – Electronic Records Management	Supports records collection, organization, categorization, storage, metadata capture, physical record tracking, retrieval, use, and disposition. These services are available online, on-demand, and dynamically scalable up or down per request for service from the provisioning authority via Internet.

Lot Name	Definition
	Integrates document management with email offering. Provides application programming interface (API) for records management needs and eDiscovery tools that efficiently search through archives and files. Some vendors provide this service.
Lot 4 – Migration Services	Provides migration of existing email system and data (mail, calendar, contacts) to new SaaS email, including end user and administrator training, migration of mobile users, project management of transition, integration with agency directory services, and dual-delivery system during transition.  Some vendors provide this service.
Lot 5 – Integration Services	Provides hourly increments across multiple functional areas such as project management, systems engineering, configuration management, quality assurance, security, and others.  Some vendors provide this service.

Agencies can chose from the four (4) deployment models (sub-lots) depicted in table 2 below:

Table 2: EaaS BPA Delivery Models (Sub-Lots)

	ployment Model ub-Lot)	Description
a)	Government Community Cloud	Multi-tenant Government only - A multi-tenant cloud offering limited to Government clients with an appropriate US Government issued top-level domain name (.gov or .mil). Includes US or Worldwide pricing.
b)	Private Cloud	Single tenant Government only - A single-tenant cloud offering limited to the Ordering Activity. Includes US or Worldwide pricing.
c)	Secret Enclave Private Cloud	A single-tenant cloud offering constructed for use with classified materials and limited to the Ordering Activity Must meet DISA/DOD classified (Secret) Requirements and administered by cleared personnel. Only available from US Data Centers.
d)	Public Cloud	A multi-tenant cloud offering with no restrictions as to tenancy.  Data stored in Public Cloud. Includes US or Worldwide pricing.

## 1.6. Synopsis

The GSA established multiple BPAs for EaaS offerings on behalf of the Federal Cloud Computing Initiative. Services include email as a service, office automation, electronic records management, migration services, and integration services.

These BPAs will be managed by the GSA FAS Integrated Technology Services (ITS) Cloud Program Management Office (PMO). Please see "How To Reach Us" for the Cloud PMO points of contact.

The EaaS BPAs were awarded competitively against GSA IT Schedule 70 based on the GSA SmartBUY model. It is the responsibility of the ordering activity contracting officer to ensure compliance with all applicable fiscal laws prior to issuing an order under a BPA, and to ensure that the BPA holder selected provides the best value for the requirement being ordered.

## 1.7. Funds Obligation

This BPA does not obligate any funds. Funds will be obligated on task orders issued by ordering activities.

## 1.8. Ordering Eligibility

This BPA may be used by any entity within the Federal Government, state, local and tribal governments. Please review the EaaS Conformed BPA document for restrictions for using the Government Community Cloud deployment model.

Award Date: 8/29/2012Expiration Date: 8/31/2017

• Period of Performance: Base two (2) year period with three (3) one (1) year

options.

## 1.9. Security

The EaaS BPA awardees are responsible for provisioning, securing, monitoring, and maintaining the hardware, network(s), and software that support the infrastructure and present the Email SaaS application to the consumer.

Prior to accepting an order from an ordering activity, the EaaS BPA awardees are responsible for reviewing and complying with the applicable security requirements as indicated in sections "*C.5.2 Information Technology Systems Security Requirements*" and "*D.8 Security Requirements*" of the EaaS BPA solicitation.

Please review the following sections of the <u>EaaS Conformed BPA</u> for detailed security requirements:

- D.8.2 Ordering Activity Security Compliance Requirements
- D.8.3 Assessment and Authorization (A&A) Activities
- D.8.4 Reporting and Continuous Monitoring
- D.8.5 Additional Stipulations (as applicable)

The BPA awardees are required to obtain the adjudicated Authorization-To-Operate (ATO) at the appropriate level through their BPA customer (consuming agency) before fulfillment of any ordering activity. However an ATO is not required prior to awarding a Task Order off the EaaS BPA. Ordering activities can order off the EaaS BPA at any time and have the

flexibility to grant their own ATO, provided the FedRAMP control baseline and templates are used.

Awardees are solely responsible for meeting the cost obligations associated with implementing, assessing, documenting and maintaining the FedRAMP control baseline. All awardees are required to meet the FedRAMP security control baseline for Moderate Impact Systems for the Government Community Cloud, Public Cloud and Private Cloud offerings. The Secret Enclave Cloud requires the High Impact level baseline plus additional controls for safeguarding classified data. Additional details of these requirements are below:

- Prior to fulfilling an ordering activity requesting the Government Community Cloud (Sub-Lot a), Private Cloud (Sub-Lot b) or Public Cloud (Sub-Lot d), the BPA awardees must complete the Assessment & Authorization (A&A) process at the Federal Information Security Management Act (FISMA) Moderate Impact Security Level as defined by FIPS 199 and FIPS 200.
- Prior to fulfilling an ordering activity requesting the Secret Enclave Cloud (Sub-Lot c) that implies an order requesting Lot 1c, Lot 2c and/or Lot 3c, the BPA awardees must complete the Assessment & Authorization (A&A) process at the Federal Information Security Management Act (FISMA) High Impact Security Level as defined by FIPS 199 and FIPS 200.

The failure to obtain and maintain a valid authorization will be considered grounds for cancellation of the award and termination of any outstanding orders.

#### 1.10. General Information Website

EaaS BPA information is available at <a href="http://www.gsa.gov/eaas">http://www.gsa.gov/eaas</a>

## 1.11. EaaS Services List

Please see the <u>Conformed BPA Section B</u> for the specific Contract Line Item Numbers (CLINs) available under the EaaS BPA. Please see the <u>Conformed BPA (Section C – Statement of Work)</u> for a list and description of the EaaS services and the requirements that each service must meet.

## 1.12. List of Awarded Lots by Vendor

The EaaS BPA is awarded to seventeen (16) industry partners. A total of twenty (20) Eaas BPA contracts are awarded and there are seven (7) groups of awardees based on type of delivery model and type of pricing.

Each group of awardees includes mandatory service offerings including (Lot 1) Email as a Service, (Lot 4) Migration Services and (Lot 5) Integration Services and could include optional service offerings (Lot 2) Office Automation, and (Lot 3) Records Management.

The seven (7) Awardee Groups are as follows:

1. Government Community Cloud – US Pricing

- 2. Provider Furnished Private Cloud US Pricing
- 3. Secret Enclave US Pricing
- 4. Public Cloud US Pricing
- 5. Government Community Cloud Non-US Pricing
- 6. Provider Furnished Private Cloud Non-US Pricing
- 7. Public Cloud Non-US Pricing

As depicted in Table 3 below, government organizations can choose industry partners among a range of pricing options (US only vs. Worldwide Pricing), solutions (e.g. Google, Microsoft 365, Microsoft Exchange, Zimbra) and service offerings from one of the seven (7) groups of awardees based on type of delivery model and pricing available.

Table 3: Seven Groups of EaaS BPA Awardees Based on Delivery Model, Solutions and Pricing Options

Solution	Key	Community US Based	Private US Based	Secret Enclave	Public US Based	Community World Wide	Private World Wide	Public World Wide
Google	G	~			•	•		•
Microsoft 365	365	<b>✓</b>	•		<b>'</b>	~	•	•
Quoter implemented MS Exchange	EX	~	•	V				
Zimbra (Open Source) implemented by Quoter	Z	V	~	V	~	V	V	•
Number of Awards		15	11	4	10	8	2	11

Table 4 depicts the EaaS awardees (16 industry partners and 20 contract awards) categorized by solutions, delivery models and available pricing options (i.e. US vs. Worldwide Pricing), as well as a list of the specific sub-lots available through each awardee.

**Table 4: Lots Offered by Industry Partners** 

Industry Partner	Govt. Community Cloud (US)	Provider Furnished Private Cloud (US)	Secret Enclave (US)	Public Cloud (US)	Govt. Community Cloud (Worldwide)	Provider Furnished Private Cloud (Worldwide)	Public Cloud (Worldwide)
Accenture (G)	[1,4,5], 2			[1,4,5], 2	[1,4,5], 2		[1,4,5], 2
Accenture (365)		[1,4,5], 2			1,4,5		[1,4,5], 2
Autonomic Resources (EX)	[1,4,5], 3	[1,4,5], 3					
CGI Federal (Z)	[1,4,5], 2, 3	[1,4,5], 2, 3					
Ciracom (EX)	1,4,5			1,4,5			
CSC (G)	[1,4,5], 2			[1,4,5], 2	[1,4,5], 2		[1,4,5], 2
CSC (EX)		[1,4,5], 2, 3	[1,4,5], 2, 3				
Dell (365)		[1,4,5], 2		[1,4,5], 2		[1,4,5], 2	[1,4,5], 2
DLT Solutions (G)	[1,4,5],2			[1,4,5], 2	[1,4,5], 2		[1,4,5], 2
GDIT (Z)	[1,4,5], 2, 3	[1,4,5], 2, 3	[1,4,5], 2,3	[1,4,5], 2, 3			
Harris IT Svcs Corp (Z)	[1,4,5], 2, 3	[1,4,5], 2, 3		[1,4,5], 2, 3			
Lockheed Martin (Z)	[1,4,5], 2, 3	[1,4,5], 2, 3	[1,4,5], 2, 3	[1,4,5], 2, 3	[1,4,5], 2, 3	[1,4,5], 2, 3	[1,4,5], 2, 3
Onix (G)	[1,4,5], 2			[1,4,5], 2	[1,4,5], 2		[1,4,5], 2
SAIC (G)	[1,4,5], 2			[1,4,5], 2	[1,4,5], 2		[1,4,5], 2
Smartronix (EX)	[1,4,5], 2	[1,4,5], 2	[1,4,5], 2				
SRA (G)	[1,4,5], 2						
SRA (365)		[1,4,5], 2			1,4,5		[1,4,5], 2
TechnoSource (365)	1,4,5						
Unisys (365)		[1,4,5], 2					[1,4,5], 2
Unisys (G)	[1,4,5], 2						[1,4,5], 2
Total	15	11	4	10	8	2	11

Please see the 'EaaS Industry Partners' webpage at <a href="http://www.gsa.gov/portal/content/146307">http://www.gsa.gov/portal/content/146307</a> for a list of the EaaS BPA awardee information including contact information. If you receive undeliverable emails using the email addresses listed on the webpage referenced above, please email <a href="mailto:CloudPMO@gsa.gov">CloudPMO@gsa.gov</a>.

## 2. Seven Steps to Order from Email as a Service BPAs

This section provides seven simple steps necessary to place an order under the EaaS BPAs.

A representative from GSA is always available to answer any questions that may arise.

## 2.1. Scope Determination

#### 2.1.1. Establish Ordering Activity Requirements

First, determine if the requirement is within scope of the EaaS BPAs.

The following services are included:

- Lot 1 Email as a Service (EaaS)
- Lot 2 Office Automation
- Lot 3 Electronic Records Management
- Lot 4 Migration Services
- Lot 5 Integration Services

More details regarding the BPA's scope, terms and conditions, BPA holders and other BPA specific information can be found at <a href="http://www.gsa.gov/eaas">http://www.gsa.gov/eaas</a>. The <a href="https://www.gsa.gov/eaas">GSA EaaS BPA</a> <a href="Requirements Document">Requirements Document</a> provides a comprehensive list of the requirements to which each service must conform.

If further assistance is needed to determine whether the requirements are within scope, please contact the personnel listed on page 2 under "How to Reach Us".

#### 2.2. Prepare Statement of Work (SOW) or Statement of Objectives (SOO)

When drafting your requirements, here are some salient points to consider:

- Scope of work to be performed
- Performance objectives
- Technical requirements
- Deliverables

A sample SOW template is available at <a href="http://www.gsa.gov/eaas">http://www.gsa.gov/eaas</a>.

#### 2.2.1. Location of Work

There are two options for location of work, depending on the type of service being acquired.

Government Community Cloud, Private Cloud, Secret Enclave, and Public Cloud offerings have a US-based option that requires that all servers/facilities are located in a minimum of two geographic locations within the Continental United States of America (CONUS). This corresponds to US-based pricing.

For Government Community Cloud, Private Cloud, and Public Cloud, there also exists an unrestricted option for those agencies that do not have a requirement for data center operations and location. Some of the data centers used may be located outside of the United States.

Regardless of data center location, all services are provided with provider-furnished equipment. All awardees are required to report the locations of their data centers.

#### 2.2.2. Period of Performance

The term of the EaaS BPA(s) will be for two (2) years with three (3) one (1) year options. Quoters may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA's period of performance [see FAR 8.405-3(c)].

Task Order period of performance must not extend more than five (5) years after the expiration of the BPA.

## 2.3. Prepare the Request for Quote (RFQ)

Follow your agency's usual procedures for preparing an RFQ, including following any internal policy and procedures related to acquiring IT products and services.

Consider the following topics:

#### 2.3.1. Task Order Value & Funding Type

Estimate the value of the order. For orders that are expected to exceed \$1,000,000 you must include language in the RFQ which indicates your intent to seek additional discounts.

If the intent is to use Recovery Act funding in whole or in part, an informational posting of the RFQ in Fedbizopps (FBO) (<a href="www.fedbizopps.gov">www.fedbizopps.gov</a>) [ref FAR 5.704 and 8.404(e)] is required.

A multi-year Order placed under the BPA must be consistent with FAR Subpart 17.1 and any applicable funding restrictions.

#### 2.3.2. Service Level Agreement (SLA) (Performance Measurements)

Service providers are required to meet the SLA requirements specified by GSA, including service availability (measured as Total Uptime Hours / Total Hours within the Month) of 99.9%.

Ordering activities acquiring services through a task order on the BPA can negotiate lower pricing, but the service provider cannot charge prices above the specified prices for a higher level of service.

### 2.4. Issue the RFQ

FAR 8.405 and the ordering agency's usual procedures for preparing an RFQ (including the agency specific internal policies, procedures, rules and regulations related to acquiring IT products and services) are applicable when issuing the RFQ.

At a minimum, ordering activities must issue RFQs to awardees under the applicable awardee group offering the requested services. Please see the 'EaaS Industry Partners' webpage <a href="http://www.gsa.gov/portal/content/146307">http://www.gsa.gov/portal/content/146307</a> for these awardee groups and contact information. Further, and in accordance with Sections C.5.2 and D.8 of the solicitation,

awardees must obtain a full authorization to operate at the appropriate level before any ordering activity on the BPA is fulfilled. However, a Task Order can be awarded prior to obtaining the authorization.

An ordering activity may issue an RFQ directly to the awardees listed on the 'EaaS Industry Partners' webpage <a href="http://www.gsa.gov/portal/content/146307">http://www.gsa.gov/portal/content/146307</a>. Allow reasonable time for BPA awardees to prepare quotes.

#### 2.4.1. eBuy

Ordering activities may also issue an RFQ and receive RFQ responses through eBuy on the GSA Advantage website:

https://www.gsaadvantage.gov/bpas

GSA Advantage displays the EaaS BPA categories and the contractor information under each category. Ordering activities may issue an RFQ directly through eBuy by clicking the "get quotes" link under each EaaS BPA category (registration for GSA Advantage is required). Visit <a href="http://www.gsa.gov/ebuy">http://www.gsa.gov/ebuy</a> to learn more about eBuy.

#### 2.5. Evaluate

After the RFQ closes, evaluate all responses received using a selected evaluation approach. For example, an ordering activity could select the BPA awardee that represents the best value. Ordering activities determine their own evaluation criteria. See FAR 8.405-2(d) for additional guidance on this topic.

#### 2.5.1. Price Reductions

Notwithstanding the BPA pricing discounts, ordering activities are encouraged and empowered to seek further price reductions when issuing orders under the EaaS BPAs.

#### **2.6.** Award

Place the order as you would for any other fixed-price Multiple Award Schedule task order in accordance with FAR 8.406-1.

#### **2.6.1. Documentation:**

In accordance with the BPA and FAR 8.405-2(e), ordering activities shall document the following:

- Note the BPA holder receiving the Task Order & all BPA holders considered
- Description of what was purchased and agreed upon pricing
- The evaluation methodology used in selecting the BPA holder to receive the Task Order
- The rationale for any tradeoffs in making the selection
- The price reasonableness determination required by FAR 8.405-2(d)
- The rationale for using other than a performance-based order

#### 2.6.2. Other Helpful Hints:

The below are some helpful hints to consider when preparing and awarding the Task Order:

- Make sure that the BPA number, the BPA holder's name and Schedule Contract Number are included on all orders. Refer to FAR 8.406-1 for information to be included on orders.
- Award Notices for orders placed under this BPA which are funded in whole or in part by the American Recovery and Reinvestment Act of 2009 (Pub. L. 11-5) shall follow the procedures in FAR 5.705.

#### 2.7. Task Order Administration

Contracting Officers (COs) and Contracting Officer Technical Representatives (COTRs) may be appointed at a Task Order level by the ordering activity.

Table 5 outlines the predefined management reporting requirements for the EaaS BPAs as defined in the BPA. There are requirements for the awardees for both providing these reports accessible via online interface not later than 10 days after the end of the calendar month, as well as hard copy/electronic copy requirements for delivering to the ordering activity COTR.

**Table 5: Eaas BPA Reporting Requirements** 

Report/ Deliverable	Description	Delivered To	Frequency
Service Level Agreement (SLA)	<ul> <li>Service Availability (Measured as Total Uptime Hours / Total Hours within the Month) displayed as a percentage of availability up to one-tenth of a percent (e.g. 99.9%)</li> <li>Text description of major outages (including description of root-cause and fix) resulting in greater than 1-hour of unscheduled downtime within a month</li> </ul>	Ordering Activity COTR	Monthly
Help Desk / Trouble Tickets	<ul> <li>Number of Help Desk/customer service requests received.</li> <li>Number of trouble tickets opened</li> <li>Number of trouble tickets closed</li> <li>Average mean time to respond to trouble tickets (time between trouble ticket opened and the first contact with customer)</li> <li>Average mean time to resolve trouble ticket</li> </ul>	Ordering Activity COTR	Monthly
Attachment E - Report of Sales	<ul> <li>Quantity and Type of EaaS service orders received</li> <li>Number of service orders (and percentage of orders out of the total) which resulted in an email or contact with customer within two hours of individual task order(s) issued</li> </ul>	GSA Cloud Computing Initiative PMO and GSA CO	Monthly
Invoicing/Billing	Standard invoicing/billing	Ordering Activity COTR	Monthly

# **Appendix A: EaaS BPA References**

Unless otherwise indicated, documents referenced in this document will be posted on <a href="http://www.gsa.gov/eaas">http://www.gsa.gov/eaas</a>. Documents may be periodically updated and posted on this webpage. If a document is out of date, not posted in the specified location, or you would like to request a copy of the document, please contact the POC listed.

Document	Description	Location	Point of Contact (POC)
GSA EaaS Conformed BPA Document (DOC)	<ul> <li>Conformed version of the Master Blanket Purchase Agreement with original solicitation and amendments</li> </ul>	http://www.gsa.gov/eaas	CloudPMO@g sa.gov
GSA EaaS Awardees and Points of Contact (DOC)	<ul> <li>BPA awardees grouped by pricing and delivery model, along with key company information such as BPA numbers, schedule numbers, and points of contact</li> </ul>	http://www.gsa.gov/eaas	Greg.norman @gsa.gov
GSA EaaS BPA Requirements Document (DOC)	<ul> <li>Excerpt from the BPA for Section C – Statement of Work. Contains all requirements listed in Section C</li> </ul>	http://www.gsa.gov/eaas	CloudPMO@g sa.gov
GSA EaaS BPA Consolidated Pricing Sheet (XLS)	<ul> <li>Consolidated list of all awarded price ceilings for the EaaS BPA awardees across all sub-lots and pricing options</li> </ul>	http://www.gsa.gov/eaas	CloudPMO@g sa.gov
GSA EaaS BPA Labor Category Descriptions (DOC)	<ul> <li>Description of labor categories for Lot 5 – Integration Services</li> </ul>	http://www.gsa.gov/eaas	CloudPMO@g sa.gov
GSA EaaS BPA Awardees and Solution Matrix (PDF)	<ul> <li>Quick reference guide to the awardees and pricing, solutions, and sub-lots available</li> </ul>	http://www.gsa.gov/eaas	CloudPMO@g sa.gov
GSA EaaS BPA Frequently Asked Questions (FAQs) (DOC)	<ul> <li>Questions from other GSA EaaS customers and answers; This document will be periodically updated</li> </ul>	http://www.gsa.gov/eaas	CloudPMO@g sa.gov
GSA EaaS BPA Overview Presentation (PPT)	<ul> <li>Overview of EaaS BPA services, requirements, and summary information about the contract vehicle</li> </ul>	Available Upon Request	CloudPMO@g sa.gov

Document	Description	Location	Point of Contact (POC)
GSA EaaS BPA SOW Template (DOC)	<ul> <li>Template for preparing and completing a Task Order</li> </ul>	http://www.gsa.gov/eaas	CloudPMO@g sa.gov
GSA EaaS Cost Estimate Calculator	<ul> <li>Excel Spreadsheet for calculating BPA cost estimates based on price ceilings</li> </ul>	Available Upon Request	CloudPMO@g sa.gov